MATT JAMES

U.S. Citizen · Clearance Eligible · Relocating to Washington, DC Metro (VA / MD) · Available within 1 month
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PROFESSIONAL SUMMARY

IT and security systems engineer who builds and runs IT operations at fast-growing companies. Hired as ROLLER's first IT employee, built the IT and security function from scratch and trained and mentored the IT team as it grew, and now runs identity, endpoints, and collaboration for a 300-person company at CreditorWatch while mentoring the IT team. Administers Microsoft 365 and Entra ID, manages endpoints through Kandji and Intune with Automox patching, automates onboarding, offboarding, and provisioning with n8n, Microsoft Graph, and REST APIs, negotiates vendor contracts and manages procurement and licensing, and authored the SOC 2 Type 1 policies and audit documentation. Holds a Master's degree and is CISM, Security+, and AWS Solutions Architect certified.

FEATURED PROJECT

TensorFit — Founder / Developer

AI-Powered Fitness App · 2026–Current

- Solo-built and shipped TensorFit, a cross-platform AI fitness coach (React Native / TypeScript), live on the App Store and Google Play on a serverless AWS backend (Lambda, API Gateway, S3).
- Built the form analysis feature: users select an exercise video, a MediaPipe pose model extracts joint angles and body positions on device, and a multi-model Claude and Gemini pipeline on Lambda turns them into coaching feedback.

WORK HISTORY

(creditor)watch IT Systems Engineer

Melbourne, VIC · 10/2025–Current

- Scaled IT provisioning and support as CreditorWatch grew from 200 to around 300 employees in a year.
- Mentor IT and help desk colleagues, and serve as the escalation point for identity, endpoint, network, and SaaS issues, running root-cause analysis on recurring problems.
- Administer Microsoft 365 and Exchange Online with AvePoint backup, alongside Slack and Atlassian, and Entra ID across the SaaS stack: SSO (SAML/OIDC), Conditional Access, MFA, Entra ID Protection, access reviews, and SCIM provisioning.
- Automated onboarding, offboarding, and account provisioning end to end with n8n, Microsoft Graph, REST APIs, and webhooks.
- Manage the Mac and iPad fleet through Kandji: deployment, configuration profiles, compliance policies, patching, and scripted installs and audits.
- Operate CrowdStrike Falcon with Falcon Complete MDR, triaging alerts and working incidents alongside the MDR team, and Netskope NG-SWG/SSE with DLP controls.
- Operate under Australian data-residency requirements for sensitive tax data, keeping processing and storage onshore and reviewing SaaS and AI tools for data residency before approval.
- Work with the co-managed MSP to set up and tune Netskope web filtering and DLP policies.

ROLLER IT Officer / Security Specialist

Melbourne, VIC · 09/2021–10/2025

- Hired as ROLLER's first and only IT employee, and single-handedly built the IT and security function from nothing as the company grew from 60 to over 300 people.
- Onboarded, trained, and mentored the IT staff hired as the team grew.
- Negotiated vendor pricing and contracts and managed hardware procurement and software licensing, using Zluri to track application usage and licence allocation across 40+ apps.
- Overhauled asset tracking by rebuilding it in Jira Asset Management.
- Deployed Microsoft Entra ID across the organization, configuring SSO (SAML/OIDC) for 40+ enterprise applications and enforcing Conditional Access and MFA policies.
- Deployed Kandji, Intune, and Automox across the Mac and Windows fleet, scripting patching, installs, and security baselines, and remediating critical vulnerabilities.
- Authored the policies, procedures, and audit documentation for SOC 2 Type 1 and established change management.
- Served as primary Google Workspace administrator and scripted bulk administration and reporting through the GAM CLI.
- Designed and installed the Melbourne and Sydney office networks on UniFi (VLANs, firewall rules, comms room and rack build-out, structured cabling).

ADDITIONAL

- Piloted Microsoft Scout for internal IT, running agents under Entra-governed identities.
- Runs a self-hosted home lab with OpenClaw agents and local model hosting (Ollama) on a self-built RTX 5090 workstation.

CERTIFICATIONS

CISM — Certified 2024
CompTIA Security+ 701
CrowdStrike Certified Falcon Administrator
MS-101: Microsoft 365 Mobility & Security
AWS Solutions Architect
AWS Certified Cloud Practitioner
GitHub Actions

EDUCATION

RMIT University
Master's, Business Information Technology
Melbourne, VIC · 2021

Birmingham–Southern College
Bachelor's, Business Administration
Birmingham, AL, USA · 2019

SKILLS

Identity & Access
Entra ID (SSO SAML/OIDC, Conditional Access, MFA, Entra ID Protection, access reviews), SCIM provisioning, OAuth 2.0 and JWT, least-privilege and role-based access, access and permission audits, 1Password

Endpoint & Device Management
Kandji (macOS, iPadOS: Blueprints, configuration profiles, custom scripts, packages, Self Service, Passport), Intune, Automox, OOBE / zero-touch enrollment, device certificates (SCEP/PKCS), compliance policies, patch management, standard imaging, Windows and macOS

Security & Compliance
CrowdStrike Falcon (EDR, Falcon Complete MDR), Netskope NG-SWG/SSE (secure web gateway, DLP), vulnerability and patch management, SOC 2 Type 1, ISO 27001, NIST CSF, MITRE ATT&CK, IT policy and audit documentation, change management

Collaboration & SaaS
Microsoft 365, Exchange Online, SharePoint, Google Workspace (Admin console, GAM CLI), Slack, Zoom and Zoom Rooms, Atlassian (Jira, Confluence, Jira Service Management), Zluri (SaaS lifecycle and licensing), vendor management and procurement

Automation & Scripting
Python, Bash & PowerShell, n8n, Microsoft Graph API, REST APIs, webhooks, GAM CLI, CI/CD, GitHub Actions

Networking
TCP/IP, DNS, DHCP, VPN, VLANs and segmentation, firewall rules, wireless, UniFi, dual-ISP WAN failover

Cloud & Development
AWS (Lambda, S3, API Gateway), Azure, GCP, Linux (Kali, AWS-based instances), Hyper-V (self-hosted lab); JavaScript / TypeScript, Node.js, React Native, Git

AI & Agentic Tooling
AI tool evaluation and acceptable-use governance, Microsoft Scout (internal IT pilot, Entra-governed agent identities), Claude API & MCP, multi-model Claude and Gemini pipelines, OpenClaw (self-hosted home lab), local model hosting on a self-built RTX 5090 workstation (Ollama / Qwen 3.8 27B)